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FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97053	SERIAL NO. 10/080,498
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT(S): HUNT et al.	
		FILING DATE August 1, 2001	GROUP 2642 2154

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* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
✓✓.	3,643,034	02/1972	Burns et al.			
	4,455,455	08/1996	Little			
	4,510,351	04/1985	Costello et al.			
	4,782,521	11/1988	Bartlett et al.			
	4,797,911	01/1989	Szlam et al.			
	4,829,563	10/1992	Bigus et al.			
	4,837,799	06/1989	Prohs et al.			
	4,881,261	11/1989	Oliphant et al.			
	4,894,857	01/1990	Crockett et al.			
	4,896,345	01/1990	Thorne			
	5,097,528	03/1992	Gursahaney et al.			
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	5,101,425	03/1992	Darland et al.			
	5,113,380	05/1992	Levine			
✓	5,155,763	10/1992	Bigus et al.			

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						YES	NO
✓✓.	0340665	11/1989	Europe				
✓✓.	0535270	04/1993	Europe				
✓✓.	0647050	04/1995	Europe				
✓✓.	97/16911	05/1997	PCT				
✓✓.	2,041,882	05/1991	Canada				

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✓✓.	Foard, C.F., "Teaming Switches and Computers for Customer Applications", AT&T Technology, Vol. 6, No. 4, January 1, 1991, pp. 32-38, XP000291998
✓✓.	"CentreVu™ Solutions Management Tools for Enhancing Call Center Performance", Lucent Technologies, 1997
✓✓.	Kanzow et al., "Dienste und Netze Fuer Die Mulitmedia-Kommunikation"; IT + IT Informationstechnik und Technische Informatik; Vol. 36, No. 4/05, pages 92-95, XP000468540
✓✓.	Engineering and Operations in the Bell System, Bell Telephone Laboratories, Copyright 1977, pp. 503-504

EXAMINER ✓ ✓	DATE CONSIDERED 5-26-04
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V.V. ↓		5,164,983	11/1992	Brown et al.			
		5,214,688	05/1993	Szlam et al.			
		5,226,120	07/1993	Brown et al.			
		5,247,569	09/1993	Cave			
		5,270,919	12/1993	Blake et al.			
		5,289,368	02/1994	Jordan et al.			
		5,309,504	05/1994	Morganstein			
		5,309,505	04/1994	Szlam et al.			
		5,393,964	02/1995	Hamilton et al.			
		5,444,774	08/1994	Friedes			
		5,457,738	10/1995	Sylvan			
		5,463,731	10/1995	Diec et al.			
		5,465,286	11/1995	Clare et al.			
		5,467,391	11/1995	Donaghue, Jr. et al.			
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	5,491,797	02/1996	Thompson et al.				
	5,499,291	03/1996	Kepley				
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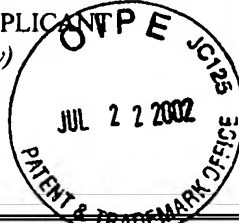
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VV.	5,506,897	04/1996	Moore et al.			
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	5,577,112	11/1996	Cambray et al.			
	5,602,730	02/1997	Coleman et al.			
	5,621,789	04/1997	McCalmont et al.			
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	5,696,811	12/1997	Maloney et al.			
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	5,715,307	02/1998	Zazzera			

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					YES	NO

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							YES	NO

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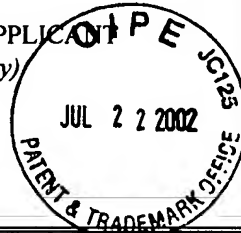
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	5,926,538	07/1999	Deryugin et al.			
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	5,946,375	08/1999	Pattison et al.			
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	5,948,632	09/1995	Iyob et al.			
	5,970,134	10/1999	Highland et al.			
	5,991,390	11/1999	Booton			
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	6,032,184	02/2000	Cogger et al.			
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	6,115,040	09/2000	Bladow et al.			
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	6,137,862	10/2000	Atkinson et al.			
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